



PATENTS

RCE/2179
JFW

UNITED STATES PATENT AND TRADEMARK OFFICE

Application:	09/944,836	Examiner:	Tran, Mylinh.
Filed:	08/31/2001	Art Unit:	2179
Inventor:	Burgin, et al.	Atty Ref.:	1160215-0531072
Title:	SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT		

REQUEST FOR CONTINUED EXAMINATION (RCE)

Mail Stop RCE
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. The following submission is being filed in support of the RCE:

- a. ☐ Previously submitted
- i. ☐ Consider the Amendment/Reply After Final under 37 CFR 1.116 previously filed on _____.
 - ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____.
 - iii. ☐ Other:
- b. ☒ Enclosed
- i. ☒ Amendment/Reply
 - ii. ☐ Affidavit(s)/Declaration(s)
 - iii. ☒ Information Disclosure Statement (IDS)
 - iv. ☐ Other _____.

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Respectfully Submitted,

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